



**CRISIS
SUPPORT
SERVICES**

OF NEVADA

LL CENTER • SEXUAL ASSAULT SUPPORT SERVICES

Committee to Review Suicide Fatalities

June 28, 2021

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History and Background

- ▶ CSSNV has been saving lives for more than 54 years
- ▶ Established as the Crisis Call Center in 1966 as an outreach program of UNR
 - To address the Nevada's high rate of suicide
- ▶ Established a 24-hour suicide prevention hotline
- ▶ In 1966 there were no cell phones and only one phone per family

History and Background (cont.)

- ▶ In 1979, the Center again expanded its service by adding an advocacy program for victims of sexual assault.



What do we do now?

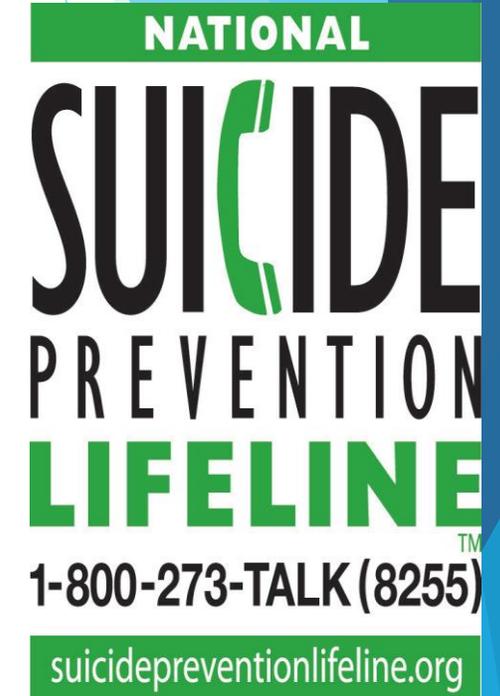
- ▶ Crisis Support Services of Nevada operates 24/7/365
- ▶ Crisis Support Specialists help those in crisis who call or text
 - Listen
 - De-escalate
 - Create safety plans
 - Refer services
 - Dispatch emergency services to those at imminent risk
 - Across Nevada
 - All over the United States
- ▶ Case Managers on Duty during Day and Swing shift

What do we do now? (Cont.)

- ▶ We helped over 83,180 people in 2020
- ▶ 4,311 of those contacts were by text message
- ▶ 20,322 of those contacts were from Nevadans
 - 53% from Clark County
 - 26% from Washoe County
 - 20% from the rural counties
 - 1% were unknown counties
- ▶ 3,865 callers were victims of current and/or historic child abuse
 - 2,257 child protective services reports
- ▶ 847 callers were victims of elder abuse
 - 340 elder abuse reports taken
- ▶ Helped 715 adults with disabilities who were victims of abuse

What do we do now? (Cont.)

- ▶ CSSNV is one of 9 National Suicide Prevention Lifeline Call Centers
- ▶ All Lifeline calls from Nevada come into CSSNV first
 - 60% from Clark County
 - 30% from Washoe County
 - 10% from the rural counties
- ▶ When the other 170 calls centers across the nation, are overwhelmed by calls, the overflow rolls out to CSSNV and other 8 National Centers.



What do we do now? (Cont.)

- ▶ We take all of the child protective services (CPS) reports for the rural Nevada county CPS offices
 - We do this 24/7
- ▶ Elder and adults with a disability abuse reports after hours for the Nevada Aging and Disability Services Division (ADSD)
- ▶ Statewide Substance Abuse Helpline

What do we do now? (Cont.)

- ▶ After hours crisis calls for all of Nevada's Rural Behavioral Health Clinics
- ▶ Take calls and Deploy Immediate Mental Health CARE Team to any adult in the rural counties who is having a mental health crisis
 - Monday-Sunday from 9:00-6:00
 - After hours, we will take reports for follow-up by clinicians the following day.
 - Get the caller to a clinician within 15 minutes

What do we do now? (Cont.)

- Take after hours crisis calls for UNR Clinical Services
 - In Talks right now to do this for UNLV
- Hub of Nevada Health Connection, through the OpenBeds platform
 - Technology platform designed to enable real-time referrals and monitor availability of inpatient and outpatient behavioral health services in Nevada
 - 50 Nevada behavioral health programs and facilities
 - Referred 500 through OpenBeds since February

What We Are Seeing Now

- Post Covid, the acuity of callers is much higher
- Marketing around Covid has really expanded the knowledge of where people can get help
 - We have served almost 2 times the number of Nevadians
- Number of dispatches has increased 2 fold
- This increase in dispatches has shown the holes in the system after the calls
- Implementing a Statewide Crisis Care System is vital
- 988 will allow us to implement that system

What is 988?

- ▶ The best Suicide Prevention is to get people the help they need
- ▶ The Behavioral Health equivalent of 911
- ▶ Will go into effect in July of 2022
- ▶ Only Lifeline Centers will receive 988 calls
- ▶ As the only Lifeline center for the State of Nevada, we will receive all of those calls

Why Do We Need 988?

- ▶ America is experiencing a mental health crisis. But the crisis is not irreversible.
- ▶ The suicide rate has climbed nearly 30% since 1999 - and the rate has increased in 49 out of 50 states over the last decade.
- ▶ From 2016-2017 alone, there was a 10% increase in suicides of young persons between 15-24 years old in the US.
- ▶ Approximately one in five persons above the age of 12 has a mental health condition in the US.
- ▶ Suicide is the second leading cause of death among young people, and the tenth leading cause of death in the US.

Why Do We Need 988? (cont.)

- ▶ More Americans died from mental health crisis and substance abuse in 2018 alone than died in combat in every war combined since World War II.
- ▶ However, suicide is most often preventable. For every person who dies by suicide, there are 280 people seriously consider suicide but do not kill themselves.
- ▶ Over 90% of people who attempt suicide go on to live out their lives.
- ▶ For too long, our system for mental health crisis services has been underfunded and undervalued. It's time to meet this challenge with the evidence-based crisis intervention that the 988 crisis line will provide.

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